



Patient Participant Group Meeting
Monday, 8th March 2017

Agenda Item 1: Registration

Present: Steve Bates (Chair), Bob Gould, Vanda Gould, Michael Whitehand, Christine Cartwright, Jane Hanlon (Practice Manager), Mark Wilson, Judith Westell, Gordon Lovell, Maureen Gladwin, Clive Robinson, Dr Nigel Bunting (GP), Dr Adam Staten (GP), Gillian Holloway, Dallas Sherwood, Mark Pitman, Pamela Nicholson Fay Read, John West, John Neale.

Apologies: Angela Lovell, David Lloyd, Sheila Dale, Penny Liddiard, Jan Lloyd, Jill Hussein, Ian Graham, Toni Rampello, Nigel Vaughan, Dr Nigel Fagan.

Agenda Item 2 – Belinda Wetherell – Physiotherapist

Belinda had asked to attend our meeting to advise the PPG of changes proposed by the CCG to Physiotherapy Services for Milton Keynes and if the PPG would give any help and support regarding this.

Originally our Physio's had been employed by the Surgery, and are now funded through the CCG. Over the past 5 years they have had to fight to keep the service at the Red House Surgery. Physiotherapists were awarded a 5 year contract only in April 2016, but recently the CCG terminated the contract, but after appealing they have now been given 1 year's contract which will terminate in December 2017. The CCG want to put this contract out to tender with bigger companies to cover physiotherapy services for the whole of Milton Keynes. Belinda explained that there are 7 GP Practices all with Physiotherapists, which will be affected. This works very well as they all work together and provide an excellent service to their patients, including a variety of different treatments, often working over and above the contracted hours. Belinda advised that they would like to put in a tender to carry on as a group, but they would need to become a Federation to be able to tender for this work. There is not much time to do this as the CCG will be meeting this week to discuss this further and tenders will probably be going out in April.

It was agreed that Mark Pitman would draft a letter on behalf of the PPG to the CCG similar to the letter written last year when the service was at risk. Mark also wondered if we should advise our On-Line Group of these proposed changes and the Chairman agreed. Mark Pitman asked if the PPG could speak to Richard Alsop to request for more time to allow the Physios to tender for this contract. This could be raised at one of the public meetings being held by the CCG when they discuss the new STP initiative called Clinical Priority and Best Value, and asking for the public's opinions. It was also suggested that we could have a presence in Reception to get patient's opinions on this, and Steve will try to arrange a rota, although we do not have much time in which to get this organised.

Jane advised that Health Centres have formed a Federation who are keen to tender for this service. Mark Featherstone would be willing to write the tender which would cost £12,000. This could make huge savings for the CCG. Mark Pitman agreed to draft a letter to be sent to the CCG asking for more time to give the Physiotherapists a chance to tender.

Agenda Item 3: Minutes of 15th February 2017 PPG Meeting

These were circulated to members prior to the meeting and it was agreed that the minutes were an accurate record of the meeting. They will now be included on the surgery's web page.

Agenda Item 4: Matters Arising

a) **Patient Congress** – Notes from February meeting had been included at the bottom of the Agenda – and there were no comments.

b) **Horticulture**. Angela has carried out some weeding but there is still more to be done and Clive offered to do this.

c) **Red House Rovers Update** – Ian Graham contacted Steve to say there is a gentleman name Geoff who would like to join the Walking Group but would need a lift. Dallas has offered to do this whenever she is going to one of the walks. Steve will pass on the details.

d) **Online Services Guide** – this document has now been excellently updated by Charlotte, and 250 have been ordered at a cost of £258.00. Stony Stratford have paid £20.00 for a copy which they would like to use and adapt for their Surgery, but are not able to use it as it is in PDF format. (The £20.00 is with Jane at the moment). Mark Pitman suggested that this could be sent to the On Line Members Group and this was agreed.

e) **Response from Healthwatch Youth Team** – Jane Bidgood has passed our request to Denise Latner McCaughlin from Healthwatch who will try to find us someone who could give us some advice on encouraging younger people to join our PPG.

f) **New Members Pack** - Gillian advised that this is now ready to go, Jane mentioned that she has thoughts of a few other things that could go into the pack.

g) **Letter to CEO at MKU Hospital regarding signage to Ward 22** – no reply as yet.

h) **Any suggestions regarding what to spend the £180.60p from the stamp collection** – After discussion it was agreed to donate the money to Willen Hospice.

i) **Cycle Rack for the surgery** - One with a bank of 3 cycle spaces could be obtained for £60 and would need to be installed safely and John Neale would be willing to do this. It has been agreed to go ahead with this.

Agenda Item 5 Awareness Week – any suggestions? – A suggestion to purchase a Pull-up Display Stand which would cost £180 could be purchased, which we could put in reception for the week and also during the Flu injection sessions. John Neale has agreed to look into the price of these types of items as an organisation he is involved with has purchase similar types for a much cheaper price. We may need to have a small working party to come up with other ideas for the week.

Agenda Item 6 – Update from the Surgery

Dr Bunting and Jane updated us with surgery information.

- ❖ Dr Bunting informed the meeting that the Surgery is extremely busy and are trying out changes to the way the surgery organises appointments – a Triage Doctor will now check whether patients need to be given an appointment or whether they need some advice or to go to a Chemist or elsewhere for treatment. They will also change the wording of the letters that go out when test results are received to give more information in the letter to save the patient having to call the surgery unnecessarily. Patients will be sent a text message confirming appointments but at the moment not by email. This will be for a trial period of one month which started on Monday.
- ❖ Dr Adam Staten has attended our meeting tonight and will be joining as a Partner in the Surgery from 1st April.
- ❖ There will be a new Taxi Service provider – Butler Taxi's using Royal Cabs. They will give the customer a reference number and registration number of the cab and expected time of arrival. They are willing to assist anyone who may have difficulty getting to the Cab.
- ❖ Cancer and Beyond – Whaddon Medical Centre has contacted our PPG in the past to get involved in this. The purpose is to assist people who have been through cancer treatment. It was felt that there was a need to have somewhere once the treatment is finished, where they can meet and talk to other patients and relatives who have been through a similar experience. Unfortunately they were late sending our PPG details of their next meeting which will be on Thursday 9th March. Refreshments are available at 5.30 pm. and the meeting will be from 6-7 pm. Anyone interested in setting up a group in our surgery are welcome to attend. Tony Rampello might be able to go and Jane wondered if anyone else would be interested. Dr Marchand is our Cancer Lead and thinks this would be a good idea.
- ❖ Two new Nurses have been appointed – Erica King and Becky Wallace. A new Receptionist has also temporarily been appointed.

Agenda Item 7: Any Other Business

- Lighting in Surgery car park at night – Jane has asked an electrician to quote for electrical access from the surgery to the car park.
- John Neale asked if the surgery were still collecting spectacles and Jane said this was still happening. However Toni has suggested that we could donate the stamps, mobile phones etc. to Willen Hospice. It was agreed to discuss this at the next meeting along with any other suggestions.
- Bob Gould asked if he could leave some leaflets in the surgery regarding Action Against Persistent Heartburn. Jane agreed he could do this.
- Gillian asked Jane if she could help with a problem with email addresses given by patients who have filled in forms to join the PPG that are unobtainable. Jane felt that if Gillian had written to them and they had not replied it was best to leave them out.
- Jane had received some Posters from the British Red Cross and wondered if the PPG wanted her to bring posters she receives to the attention of the PPG. Steve felt this would be useful.

- There will be a speaker for the next PPG Meeting – Alexia Stenning, Primary and Community Services for the CCG.

Agenda Item 8: Dates of next meetings

- (a) **Core Group Meeting** - **Wednesday 5th April 2017 at 12.30pm**
- (b) **PPG Meeting** - **Wednesday 10th April 2017 at 6.15pm**